



December 11, 2018  
President's West Conference Room, Miller Senate Office Building  
11 Bladen Street, Annapolis  
11:00am - 1:00pm

**Cabinet Members:**

R. Michael Gill, Secretary, Department of Commerce, Chair  
Ken Holt, Secretary, Maryland Department of Housing and Community Development (DHCD)  
Kelly Schulz, Secretary, Department of Labor, Licensing and Regulation (DLLR)  
Ben Grumbles, Secretary, Department of Environment (MDE)  
Pete Rahn, Secretary, Department of Transportation (MDOT)  
Robert McCord, Secretary, Department of Planning  
Jimmy Rhee, Special Secretary, Governor's Office of Small, Minority, and Women Business Affairs (GOSBA)

**Guests:**

Jim Fielder, Secretary, Maryland Higher Education Commission (MHEC)  
Michael Higgs, Director of Assessments and Taxation (SDAT)  
Wendi Peters, Special Secretary, Office of Smart Growth  
Yesim Karaman, Office of the Governor  
Mike Morello, Governor's Office of Performance Improvement (GOPI)  
Kendrick "Rick" Gordon, Governor's Office of Rural Broadband  
Corbett Webb, SDAT  
Brady Walker, Department of Commerce  
Steve Pennington, Department of Commerce  
Julie Woepke, Department of Commerce  
Gregory Derwart, Department of Commerce  
Andrea Salizzoni, Department of Commerce  
Sharon Markley, Department of Commerce  
Adam Greeney, DLLR  
Horacia Tablada, MDE  
Tony Reed, DHCD  
Pamela Gregory, GOSBA

**I. Call to Order**

Secretary Gill called the meeting to order.

**II. Welcome**

Secretary Gill welcomed Cabinet members and guests. He commended the Cabinet for its engagement and share vision to improve coordination and communication among Agencies to better serve Maryland businesses and residents. He noted that each Agency is performing very well and many good programs and initiatives are in the works.

### **III. Review and approval of August 22, 2018 Minutes**

Upon motion duly made and seconded, the minutes of the August 22, 2018 meeting were approved.

### **IV. Chair Update**

Secretary Gill presented an overview of the Commerce Cabinet since its inception in 2015. He presented the initial 2015 Open for Business video and the recently completed one which reflects the advancement of the state. Secretary Gill reflected on the first presentation to the Cabinet and emphasizing that the Cabinet's success has been a team effort. He then presented the accomplishments of the three (3) Workgroups – Customer Service, Workforce Development and Job Creators which reflected strong interagency coordination. He then highlighted specific interagency projects or initiatives –Broadband, Maryland Cybersecurity Asset Map, Opportunity Zones, Maryland Business Express and the Governor's Business Summit. He concluded by stating that all Agencies should be proud of the culture shift that has occurred in state government during the last four (4) years. (Presentation on file.)

### **V. Cabinet Workgroups**

#### **a. Customer Service**

Mr. Greg Derwart, Managing Director, Administration and Customer Experience, Department of Commerce and Mike Morello, Director, Governor's Office of Performance Improvement presented an update on the Governor's Customer Service Initiative. They highlighted the Annual Customer Service Report, discussed the customer service survey and recent results which reflected an overall improvement from 81% - 87% satisfaction. Mr. Derwart then described recent participation in a customer experience association that has led to partnering opportunities.

Discussion occurred among the Secretaries regarding the data analytics and scoring of the surveys, separation of complaints in the data, and the potential for mystery shopping to independently evaluate customer service. (Presentation on file.)

#### **b. Workforce**

Ms. Sharon Markley, Director, Education and Innovation, Office of Strategic Industries and Entrepreneurship, Department of Commerce provided an update on the Workforce Development Taskforce (WDT). She stated the Maryland Workforce Expressway Portal was launched in September with robust hits after the press announcement. The WDT recommends additional marketing to encourage use and distribution of information. The WDT also recommends that each state agency incorporate the link on its Agency landing page to increase usage. This action would need the assistance of the Department of Information Technology. Ms. Markley also reported on the CyberVetsUSA program.

Ms. Markley then introduced Mr. Adam Greeney, Chief Economist, DLLR who gave a presentation on a National Governor's Association (NGA) study that the State is participating in with several other states regarding the On-Demand Economy. Mr. Greeney explained the project is two-fold, research leading to policy. The On-Demand economy is defined as those individual filing 1099 tax returns and classify themselves as contractors, freelancers, and on demand work such as Uber drivers. The study will address that segment of the population is engaged in this work in the states participating in the study, and the impact to employment issues such as unemployment insurance, health benefits, etc... Agencies were encouraged to forward priorities and suggestions to Mr. Greeney. (Presentation on file.)

### **c. Job Creators**

Mr. Ben Wu, Deputy Secretary/COO, Department of Commerce reflected on the Job Creators Workforce and the over 200 projects that have been tracked. He stated the Deputy Secretaries conference calls on the Job Creators have improved collaboration and communication among agencies and assisted in expediting projects. Deputy Secretary Wu stated the map of the project awaits the approval. He added that discussions have occurred with open.gov as a tool for government transparency.

### **d. Business Development Activity**

Mr. Steve Pennington, Managing Director, Business and Industry Sector Development, Department of Commerce gave an overview of several Commerce programs since 2015. He highlighted the Advantage Maryland Program deals and investments; Business/Stakeholders Outreaches; and New and Retained jobs added to pipeline and won. (Presentation on file.)

## **VI. Good of the Order**

Secretary Schulz referenced the DLLR presentation highlighting a number of workforce programs that have been implemented since 2015. She referred the Cabinet to the handout then introduced a new topic for discussion. Secretary Schulz stated that since the last Cabinet meeting, a discussion had been held with Commerce regarding small business assistance. She made a motion that the Cabinet add a new Small Business Workgroup. Secretary Holt seconded the motion and the Cabinet approved unanimously. The Cabinet agreed that State Agencies should be working more closely with small business to assist them in prospering. An example was independent retailers on main streets who if were provided additional State assistance would also align with smart growth initiatives by keeping business local. Cabinet members were asked to submit a point of contact if interested in participating in the new Workgroup.

The Cabinet then reviewed a number of activities, initiatives and programs implemented since 2015. Among those discussed: participation in the Paris Accord on Climate Change; pollution reduction and clean air measures; nutrient trading; customer service improvements; tax filing improvements and automation; fee structure reform and the need to address corporate taxes to become more competitive; building of relationships and visioning with communities; ReinvestMD and State Development Plan; over one thousand transportation procurement projects underway; MDOT's premier recognition for its transportation program; Traffic Relief Plan – the largest highway public private partnership; employee engagement and sharing of an Agency's mission; improved attitude among state employees; importance of the 2020 Census and collection of data; Partnership for Action Learning (PALS) Program – a joint DHCD and MDP program with University of Maryland students to bring a land use/landscape architecture visioning to underserved communities of New Market, Essex and New Windsor; expansion of the Small business Reserve Program; relocation of the veterans program to GOSBA; and broadband expansion.

Secretary Gill suggested that the Cabinet receive an update of the broadband expansion to benchmark progress at future meetings.

## **VII. Adjournment**

There being no further discussion and upon motion duly made and seconded, the meeting was adjourned at 1:10pm.